

## EXHIBIT 4

### ACRONYMS AND DEFINITIONS FOR THE 2013 W-2 AND RELATED PROGRAMS CONTRACT

REQUEST FOR PROPOSAL (RFP)  
FOR  
WISCONSIN WORKS (W2) AND RELATED PROGRAMS  
**RFP # CFB00144**

Issued by:  
STATE OF WISCONSIN  
DEPARTMENT OF CHILDREN AND FAMILIES  
Division of Family and Economic Security  
Bureau of Working Families

**ACRONYMS AND DEFINITIONS FOR THE 2013  
W-2 AND RELATED PROGRAMS CONTRACT****Acronyms**

<u>ABE</u> :	Adult Basic Education
<u>ACH</u> :	Automatic Clearinghouse
<u>AMSO</u> :	Agency Management Support and Overhead
<u>AODA</u> :	Alcohol and Other Drug Abuse
<u>ARP</u> :	At Risk Pregnancy
<u>ATL</u> :	Agency training Liaison
<u>BOS</u> :	Balance of State W-2 Agencies
<u>BST</u> :	Barrier Screening Tool
<u>BWF</u> :	Bureau of Working Families
<u>C &amp; I</u> :	W-2 Contract and Implementation Committee
<u>CARES</u> :	Client Assistance for Re-employment and Economic Support system
<u>CFR</u> :	Code of Federal Regulations
<u>CMC</u> :	A CARES code for a custodial parent of an infant
<u>CMD</u> :	A CARES code for individuals who have reached their time limit and did not receive an extension
<u>CMF</u> :	A CARES code for Individuals who Obtained Employment while Receiving W-2 benefits
<u>CMJ</u> :	A CARES code for job ready individuals.
<u>CMM</u> :	A CARES code for Minor Parents
<u>CMN</u> :	A CARES code for Non-Custodial Parents
<u>CMP</u> :	A CARES code for Pregnant Women
<u>CMU</u> :	A CARES code for Working Individuals
<u>CORe</u> :	Central Office Reporting system
<u>CRC</u> :	Civil Rights Compliance
<u>CS1</u> :	A CARES code for a 1/3 CSJ placement
<u>CS2</u> :	A CARES code for a 1/2 CSJ placement
<u>CS3</u> :	A CARES code for a 2/3 CSJ placement
<u>CSA</u> :	Child Support Agency
<u>CSC</u> :	Community Steering Committee

<u>CSJ</u> :	Community Service Job
<u>CSN</u> :	Children's Services Network
<u>CTS</u> :	Caretaker Supplement
<u>CWW</u> :	CARES Worker Web
<u>DCF</u> :	Wisconsin Department of Children and Families
<u>DDB</u> :	Disability Determination Bureau
<u>DFES</u> :	Division of Families and Economic Support
<u>DMS</u> :	Division of Management Services
<u>DTM</u> :	During the Month
<u>DVR</u> :	Division of Vocational Rehabilitation
<u>DWD</u> :	Department of Workforce Development
<u>EBT</u> :	Electronic Benefit Transfer
<u>ECF</u> :	Electronic Case File
<u>EDS-F</u> :	Electronic Data Systems-Federal
<u>EIC</u> :	Earned Income Credit
<u>EITC</u> :	Earned Income Tax Credit
<u>EOM</u> :	End of the Month
<u>EOS</u> :	Enterprise Output Solutions
<u>ES</u> :	Economic Support
<u>ESL</u> :	English as a Second Language
<u>FASL</u> :	Functional Agency Security Liaison
<u>FEP</u> :	Financial and Employment Planner
<u>FPL</u> :	Federal Poverty Level
<u>FS</u> :	FoodShare Program
<u>FSET</u> :	FoodShare Employment and Training Program
<u>FTE</u> :	Full Time Equivalent
<u>GED</u> :	General Educational Development
<u>HOD</u> :	Host On Demand
<u>HSED</u> :	High School Equivalency Diploma
<u>IM</u> :	Income Maintenance
<u>IPV</u> :	Intentional Program Violation
<u>IT</u> :	Information Technology

KIDS: Kids Information Data System  
LAB: Legislative Audit Bureau  
LEP: Limited English Proficiency  
MBE: Minority Business Enterprise  
NCP: Non Custodial Parent  
Non-IT Equipment: Non-Informational Technology Equipment  
OCR: Office for Civil Rights  
OJT: On-the-Job Training  
PRWORA: Personal Responsibility and Work Opportunity Reconciliation Act  
RAP: Refugee Assistance Program  
RCA: Refugee Cash Assistance  
RFA: Request for Assistance  
RFP: Request for Proposals  
RMA: Refugee Medical Assistance  
RS: Resource Specialist  
SNAP: Supplemental Nutrition Assistance Program  
SSDI: Social Security Disability Insurance  
SSI: Supplemental Security Income  
TANF: Temporary Assistance for Needy Families program  
TJB: Trial Job  
VCA: Voluntary Compliance Agreement  
W-2: Wisconsin Works  
W-2T: W-2 Transition placement  
WDA: Workforce Development Area  
WDB: Workforce Development Board  
WEBI: Web Intelligence software  
WIA: Workforce Investment Act  
WIB: Workforce Investment Board  
WIC: Women, Infant and Children Program  
WPR: Work Participation Rate  
WVP: Work Verification Plan  
WWP: Wisconsin Work Programs

## Definitions

Administration Costs are the expenses for administration of W-2 and Related Programs, including Agency Management Support and Overhead (AMSO) and other expenses defined as administration by federal regulations governing W-2 and Related Programs.

Administrators Memos are memos DCF uses to communicate program changes to W-2 Contractor Directors. <http://dcf.wisconsin.gov/memos/dfes/default.htm>

Agency Management Support and Overhead (AMSO) are costs incurred for common or joint purposes that cannot be specifically identified to a particular program but are applicable to all programs. In the Random Moment Sampling (RMS) environment, AMSO is overhead plus indirect costs related to the operation of the agency responsible for the administration of IM and/or W-2 Programs.

Agency is the Wisconsin Department of Children and Families

Allowable Costs are the costs identified as allowable according to the Department's Financial Policies and the State and Federal Financial Requirements (See [www.dcf.wisconsin.gov/contractsgrants/resources.htm](http://www.dcf.wisconsin.gov/contractsgrants/resources.htm)).

Applicant is an individual who applies for any service of the W-2 and Related Programs.

At Risk Pregnancy (ARP) is a W-2 paid case management placement for an unmarried woman 18 or older who meets W-2 eligibility criteria except that she is not a custodial parent of a dependent child. An agency must verify a third trimester pregnancy and that the pregnancy is an at risk pregnancy that causes her to be unable to work.

BadgerCare is a Wisconsin Medicaid Program that provides affordable health care for Wisconsin's low- to moderate-income families with children.

Balance of State (BOS) is the term used to describe the W-2 Geographical Areas outside of Milwaukee County.

Barrier Screening Tool (BST) is a web-based application designed to capture and store information about an individual and display results of the screening in a manner that assists workers in determining whether a professional assessment is recommended to identify barriers to employment. The BST runs on Internet Explorer 6 and above. The BST policy can be accessed here: <http://dcf.wisconsin.gov/w2/manual/default.htm> and the BST Web Page here: <http://dcf.wisconsin.gov/w2/bst/default.htm>.

Benefits are Temporary Assistance for Needy Families cash assistance payments issued to individuals placed in a Community Service Job (CSJ), W-2 Transition (W-2 T), Caretaker of an Infant (CMC) or At Risk Pregnancy (ARP) placement.

Bridge Program is an educational program that provides the specific basic skills needed to successfully participate and complete a customized or other skills training program.

Capitation Amount is the amount DCF will pay Contractors monthly for each eligible participant group that is enrolled in the W-2 program at any time during each month.

CARES Worker Web (CWW) is a web based computer program used to collect information and determine eligibility for the W-2, JAL, FoodShare, Badger Care, and Wisconsin Shares programs. Local Income Maintenance (IM), W-2, and Wisconsin Shares workers enter applicant and eligible parent information directly into CWW. CWW determines eligibility based on the information entered. Eligibility notices and verification requests are issued from CWW to applicants and eligible parents. CWW runs on Internet Explorer 8 or higher.

Case Management Denied (CMD) is a placement for individuals who have reached a time limit and an extension to the time limit was not approved.

Case Management Follow Up (CMF) is a placement is individuals who have obtained unsubsidized employment while in a paid placement.

Case Management for Job Ready Individuals (CMJ) is a placement for individuals who are unemployed but are ready for unsubsidized employment. Most but not all of those placed in a CMJ enter as applicants.

Case Management Minor Parent (CMM) is a placement for custodial parents who are under the age of 18.

Case Management Non-Custodial Parent (CMN) is a placement for non-custodial parents of children with a custodial parent in a W-2 employment position.

Case Management Only is the term used to designate the W-2 unpaid placements offered case management services only. Individuals in these placements can receive case management and support services but they do not receive benefits.

Case Management Pregnant Woman (CMP) is a placement for pregnant women who do not have custody of any children and are not in the third trimester of a medically verified at-risk pregnancy.

Case Management Services for Working Individuals (CMU) is a placement for eligible parents who are working in unsubsidized employment when they apply for W-2 or obtain employment as a result of applicant upfront job search activities.

Central Office Reporting (CRe) system is the system used by the Department to process expenditure reports.

Client Assistance for Re-employment & Economic Support (CARES) Mainframe is a mainframe computer system used to confirm eligibility determined by information entered into CWW, issue benefits, generate program-specific letters, track premium payments, arrange client scheduling, and initiate and track benefit recovery for the Badger Care Plus, Elderly/Blind/Disabled Medicaid, W-2, and Wisconsin Shares Child Care programs and manage participation for W-2, Children First and FoodShare Employment and Training (FSET) work programs. The CARES mainframe application is accessed using IBM Host On Demand (HOD) terminal emulation software. HOD is a Java application

that uses Internet Explorer on users' PCs. HOD is downloaded and installed the first time the user logs into the mainframe. HOD is also used to print from CARES. For the purpose of connectivity, the Contractor shall use either its Internet connection or a state Badgernet Converged Network (BCN) circuit installed to transport just state application traffic. If the Contractor chooses to use a BCN circuit the Contractor shall enter into a Memorandum of Understanding (MOU) for DCF WAN Connectivity that details requirements. More information on partner connectivity can be found on the DWD Partner IT Home Page (login required) at:

<https://workweb.dwd.state.wi.us/asdhelp/partner.htm#mf>

Client Assistance for Re-employment & Economic Support (CARES) is used to describe any of the state owned automated systems that support W-2. This includes CARES Worker Web (CWW), CARES Mainframe, and Wisconsin Work Programs (WWP). Wisconsin's automated eligibility determination, benefit calculation and case management systems for the W-2, Wisconsin Shares (Child Care), FoodShare (SNAP) and Medicaid programs.

Community Service Job (CSJ) is one of the paid W-2 employment placements developed for individuals who lack the basic skills and work habits needed in a regular job environment. CSJ positions offer real work training opportunities, with the added supervision and support needed to help the participant succeed. CSJ participants receive a maximum monthly benefit of \$653. See Pro-rated CSJ.

Community Steering Committee is a group of individuals appointed in accordance with and for the purposes identified in section 49.143(2) of the Wisconsin Statutes.

Contract & Implementation (C&I) Committee is a Committee composed of W-2 Contractor representatives that reviews and advises the Department of Children and Families (DCF) on W-2 program implementation issues related to the W-2 contracts. The Committee develops recommendations for DCF on the implications of program and procedural issues related to the W-2 contracts.

Contract Period is the active period of the W-2 contract.

Contract is the Wisconsin Works (W-2) and Related Programs Contract is the written agreement between the Wisconsin Department of Children and Families and the W-2 Contractor, (referred to in this document as the Contract).

Contracted Child Care is a child care program operated in the building where W-2 services are provided. Contracted Child Care is a W-2 Related Program.

Contractor is the entity under contract with the Department of Children and Families to administer the W-2 and Related programs contract.

Corrective Action is action the Department deems necessary to remedy noncompliance with the W-2 and Related Programs Contract.

Custodial Parent of an Infant (CMC) is a paid placement for individuals who are caretakers of infants 8 weeks old or younger.

Custodial Parent is a parent who resides with the dependent child and has legal custody.

Days refers to calendar days unless otherwise specified.

Department of Administration is the Department which administers State comptroller functions.

Department of Children and Families (DCF) is the state agency which oversees the W-2 and Related programs.

Department is the Wisconsin Department of Children and Families.

Department's Contract Manager is the DFES Chief of the Milwaukee Operations Section for geographical areas within Milwaukee County and Chief of the Program Operations Section for geographical areas outside Milwaukee County.

Dependent Child is a person who resides with a parent and who is under the age of eighteen (18) or, a person under the age of nineteen (19) if the person is a full-time student at a secondary school or a vocational or technical equivalent and is reasonably expected to complete the program before attaining the age of nineteen (19).

Duplicated Counts is the term used to indicate that the individuals are counted more than once during the time period in question.

During the Month refers to one of the ways the caseload is counted. Individuals are included in the During the Month if they were on the agency's caseload at any time during that month.

Earned Income Tax Credit (EITC) is a refundable federal or State tax benefit designed to help low income workers increase their financial stability and maintain their independence from the welfare system.

Electronic Case File (ECF) is a web based filing system that collects all verification and documentation for the W-2, JAL, Emergency Assistance, FoodShare, Badger Care, and Wisconsin Shares Child Care programs. The ECF Handbook, including information on software and hardware requirements can be found at:  
<http://www.emhandbooks.wisconsin.gov/ecf/ecf.htm>

Eligible Parent is an individual who participates in the W-2 program. This includes both the parent who is placed in a paid or unpaid placement and the second parent in a two parent family.

Emergency Assistance (EA) is Emergency Assistance provides funding to families with a child(ren) who experiences an emergency due to impending homelessness, homelessness, energy crisis, fire, flood or natural disaster and meets eligibility requirements. EA does not require eligibility for any other public assistance program. Emergency Assistance is a W-2 Related Program.



Emergency Assistance Tracking System (EATS) is a web based automated system that is used to store and track information for each Emergency Assistance (EA) application and EA payment. EATS is used during the EA eligibility determination process to verify whether or not the EA applicant has received prior EA payments.

Enterprise Output Solutions (EOS) is the automated report system for programs reported through CARES.

Equipment is Information Technology ("IT") hardware, software and peripherals and non-IT related items with a purchase price of \$5,000 or greater per item.

Failure Penalty is penalty determined by the Department for a W-2 Contractor's failure to implement a program or operation requirement(s) for the W-2 and Related Programs.

Faith-based Provider is an organization that is religious in nature.

Financial and Employment Planner (FEP) is the term used to describe a W-2 Case manager.

FoodShare (FS) is the food and nutrition program for eligible Wisconsin residents (formerly the Food Stamp program.), sometimes referred to as the Supplemental Nutrition Assistance Program (SNAP).

FoodShare Employment and Training (FSET) is the employment and training program for Wisconsin FoodShare recipients.

Geographical Area is the area determined by the Department for which a Wisconsin Works Contractor will administer the Wisconsin Works and Related Programs.

Host On Demand is HOD is a Java application that uses Internet Explorer on users' computers. HOD is downloaded and installed the first time the user logs into CARES. HOD is also used to print from CARES.

Income Maintenance Agency is the county or tribal agency required to provide FoodShare and Medicaid eligibility services.

Income Maintenance Case is a case receiving FoodShare or Medicaid or both.

Income Maintenance Consortium is a group of counties collectively responsible for performing IM services. As part of the 2011-2013 biennial budget the Legislature directed the Department of Health Services to contract with no more than 10 multi-county consortia to provide Income Maintenance Services, excluding the Milwaukee Enrollment Services (MILES) and tribal income maintenance agencies.

Job Access Loan (JAL) is a short-term interest-free loans that is intended to meet immediate and discrete expenses that are related to obtaining or maintaining employment. JAL is a W-2 Related Program.

Job Center of Wisconsin is a self-service computer-aided system that job seekers utilize to quickly find available job openings and employers utilize to post job openings administered by the Department of Workforce Development.

Job Center is a service site that meets Job Center standards and provides an array of employment and training services to both job seekers and employers.

Job Service is the operating unit within the Department of Workforce Development that administers labor exchange services under the Wagner-Peyser Act.

Kids Information Data System (KIDS) is Wisconsin's child support computer system. It helps Child Support agencies manage child support cases, including collection receipting and disbursing information and enforcement activities. The system also supports the automatic creation of IV-D cases through interfaces with the CARES and Human Services Reporting System (HSRS) state systems. The KIDS system is used by W-2 agencies to help determine eligible parent compliance with Child Support as a condition of W-2 eligibility. (See W-2 Manual, Chapter 15)

Learnfare is a program to improve school attendance for children whose parents are in a W-2 employment placement.

Less-than-arms-length transaction is a "less-than-arms-length transaction" or "related-party transaction" which occurs when one party to a transaction can influence the management or financial operating policies of the other party. Examples of related party transactions include, but are not limited to, transactions between: (a) divisions of an organization; (b) organizations under common control through common officers, directors, or members; and (c) an organization and a director, trustee, officer, or key employee of the organization or his immediate family either directly or through corporations, trusts, or similar arrangements in which they hold controlling interest.

Limited English Proficiency (LEP) Plan is the W-2 Contractor's plan for services for Limited English Proficiency eligible parents.

Long-Term Recipient is an individual who, on January 1, 2013 has at least 24 months used on the 60 month state clock and had at least 6 months used in 2012.

Medicaid is a health care coverage program for eligible Wisconsin residents who are elderly, blind or disabled.

Minority Business Enterprise (MBE) is a minority-owned business certified by the Wisconsin Department of Administration.

Non Custodial Parent (NCP) is a parent who is not the custodial parent of a child in a W-2 group.

Operations Memos (Ops Memos) are memos DCF uses to communicate policy, procedures and CARES changes to contractor staff. <http://www.dhs.wisconsin.gov/em/ops-memos/index.htm>

Outgoing W-2 Contractor is the current W-2 Contractor(s) whose contract(s) will end 12/31/2012.

Paid Employment Position are the W-2 Employment placements that include These placements are also referred to as W-2 Employment Placements. They include Trial Job, Community Service Job, and W-2 Transition placements.

Paid Placement is a W-2 placement that provides a TANF cash assistance payment to the W-2 assistance group.

Parent is the biological parent, a person who has consented to the artificial insemination of his wife under s. [891.40](#), a parent by adoption, a man adjudged in a judicial proceeding to be the biological father of a child if the child is a nonmarital child who is not adopted or whose parents do not subsequently intermarry under s. [767.803](#), or a man who has signed and filed with the state registrar under s. [69.15 \(3\) \(b\) 3](#), a statement acknowledging paternity.

Partial Contract Period is a time period that is less than the Contract Period of the current W-2 Contract.

Participant Group is a cohabiting group that includes custodial parent(s), their dependent children and any children of the dependent children. The W-2 group also includes any non-marital co-parent or any spouse of the individual who resides in the same household as the individual and any dependent children with respect to whom the spouse or non-marital co-parent is a custodial parent. Also referred to as a W-2 Assistance Group.

Participant is the eligible parent who is placed in a W-2 paid or unpaid placement.

Participation Period is the time between the 16<sup>th</sup> of a month and the 15<sup>th</sup> of the following month. Monthly W-2 benefit amounts are determined based on participation in assigned activities during this timeframe.

Placement Decision is the decision made by the FEP and eligible parent as to which W-2 placement is most appropriate. Results of the following are considered: informal assessment, educational needs assessment, Barrier Screening Tool, any other vocational or formal assessments. W-2 placements types are ARP, CMC, CMD, CMF, CMJ, CMM, CMN, CMP, CMU, CSJ, CS1, CS2, CS3, TJB, and W-2 T.

Post Employment Support is intended to help recently employed W-2 eligible parents stay connected to the workforce.

Program Integrity is the term used to define the Fraud Program functions performed by W-2 agencies to administer the Fraud Program.

Proposal is the document submitted in response to the Department's Request for Proposals (RFP).

Proposer is an entity submitting a proposal in response to the Department's RFP.

Pro-rated CSJ are placements for individuals who are working in unsubsidized employment for less than 30 hours per week and have limitations to increasing their work hours, or obtaining additional job(s). Hours of activities and payments are pro-rated to one of the following three levels:

- 1/2 Community Service Job (CSJ) is a pro-rated CSJ placement based on part-time (15 - 19) hours worked in unsubsidized employment and between 11 and 14 hours of assigned work training activities.
- 1/3 Community Service Job (CSJ) is a pro-rated CSJ placement based on part-time (20 - 29) hours worked in unsubsidized employment and less than 10 hours of assigned work training activities.
- 2/3 Community Service Job (CSJ) is a pro-rated CSJ placement based on part-time (< 15) hours worked in unsubsidized employment and assignment to work training activities that combined with unsubsidized employment do not exceed 30 hours per week.

Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA) is a time-limited cash and Medical Assistance Program for newly arrived low income refugees who do not meet W-2 and Medicaid eligibility criteria. RCA is a W-2 Related Program.

Request for Proposals is the Department's Request for Proposals (RFP) to Administer Wisconsin Works (W-2) and Related Programs, issued by the Department, and the Addenda to the Request for Proposals issued by the Department.

Resource Specialist is a W-2 agency staff person who initially meets with a W-2 applicant to understand the applicants needs and assist her or him in determining which programs or services are likely to support their efforts to find and maintain employment.

Scope of Work is the Scope of Work defines W-2 Program and Related Programs requirements. It is Exhibit 3 with this RFP packet.

Social Security Disability Insurance (SSDI) is a payment program available to disabled individuals who have earned sufficient credits based on taxable work. The program is administered by the Social Security Administration.

Standard Operating Procedure is a detailed, written instructions to achieve uniformity in the performance of specific W-2 requirements

State is the State of Wisconsin.

State Clock is the 60-month clock which includes months when an adult received cash assistance for a TANF program in any state including Tribal TANF. It also includes months when a Trial Job subsidy was paid to an employer who employed a Trial Job participant.

Subsidized Private Sector Employment (SPSE) is a subsidized work experience placement in which the eligible parent is paid a wage in exchange for work performed. SPSE placements are not currently available.

Supplemental Security Income (SSI) is a payment program available to low income disabled individuals. The program is administered by the Social Security Administration.

Systematic Alien Verification for Entitlements (SAVE) is an automated and manual verification process to provide federal, state, and local benefit issuing agencies and institutions with information which will assist them in determining an individual's non-citizen eligibility under Title IV-A of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA). The SAVE manual can be found here:  
<http://www.dhs.wisconsin.gov/em/pdf/SAVEManual.pdf>

Temporary Assistance for Needy Families (TANF) is a federal assistance program that provides cash assistance and other services to low income families with dependent children through the United States Department of Health and Human Services.

Transition Plan is outlines the steps necessary to ensure a seamless transition from the current W-2 Contractor to the new W-2 Contractor.

Trial Job (TJB) is a subsidized employment placement in the W-2 program. Individuals targeted for a Trial Job have the basic skills, but lack sufficient work experience to meet employer requirements, may be placed in a Trial Job. Through a Trial Job contract, the employer agrees to provide the participant with on-the-job work experience and training in exchange for a wage subsidy. Trial Jobs are expected to result in permanent unsubsidized employment. The employer shall pay the participant a wage comparable to regular employees in similarly classified positions.

Tribe is a federally-recognized American Indian Tribe or Band located in the State.

Unpaid Placement is a case management placement that does not provide a cash assistance payment.

W-2 Administrator is the DFES Administrator.

W-2 and Related Programs is a comprehensive array of employment and training services including job development and placement, job retention, eligibility determinations for child care, W-2 case management, Job Access Loans, Refugee Cash Assistance, Refugee Medical Assistance, Emergency Assistance, and, the optional program of Contracted Child Care.

W-2 Applicant is an individual who has applied for W-2 services.

W-2 Assistance Group is a cohabiting group that includes custodial parent(s), their dependent children and any children of the dependent children. The W-2 group also includes any non-marital co-parent or any spouse of the individual who resides in the same household

as the individual and any dependent children with respect to whom the spouse or non-marital co-parent is a custodial parent. Also referred to as a Participant Group.

W-2 Contractor is the Agency awarded the Contract required to perform W-2 and Related Programs services and to implement the W-2 program in a given geographic area.

W-2 Employment Placements are Trial Job, Community Service Job, W-2 Transition. These placements are all paid. These placements are also called W-2 Employment Positions.

W-2 Geographical Area is the area determined by the Department for which a Wisconsin Works Contractor will administer Wisconsin Works. Except for federally recognized American Indian reservations and in counties with a population of 500,000 or more, no geographical area may be smaller than one county. A geographical area may include more than one county. The Department need not establish the geographical areas by rule.

W-2 Help Desk is a team of DCF staff available to answer agency questions related to the CARES systems.

W-2 Manual is the source for W-2 policy and procedures.  
<http://dcf.wisconsin.gov/w2/manual/default.htm>

W-2 Regional W-2 Coordinator is a DCF Bureau of Regional Operations employee who provides oversight of W-2 contracts, conducts program monitoring, responds to customer complaints, and provides technical assistance to W-2 agencies. W-2 Regional Coordinators are based in regional offices in Madison, Waukesha, Green Bay, Rhinelander and Eau Claire.

W-2 Transition (W-2 T) is a paid employment position. The W-2 T placement is for individuals who because of employment or family barriers are unable to perform independent, self-sustaining work. Those individuals who are permanently and totally disabled are assisted in applying for and securing federal Supplemental Security Income/Social Security Disability Insurance benefits. W-2 T participants receive a maximum monthly benefit of \$608.

Web Intelligence (WebI) is a SAP Business Objects software package (Business Objects Web Intelligence XI 3.1. – proposed update to version 4 in late 2012, early 2013) that is used to access the data warehouse over the intranet. It provides historic information about various subject areas in the form of reports (Public Documents). This system allows the Contractors to view reports about W-2, W-2 Performance Standards, and Child Care programs and answer business questions relating to program operation. These reports are built from data that is extracted from CARES. WebI is accessed through Internet Explorer 6 and above.

Wisconsin Shares is Wisconsin's child care subsidy program that helps eligible families pay for child care.

Wisconsin Work Programs (WWP) will be the new web-based case management tool used to perform enrollment, informal assessments, assignment of activities, employability planning, tracking participation and capturing case management comments. WWP runs on Internet Explorer 8 or higher. This new system is under development and will not be available until sometime after the contract start date.

Wisconsin Works (W-2) is Wisconsin's welfare replacement program which eliminates entitlement and places the focus on work.

Women, Infant and Children Program (WIC) provides food items for pregnant women and children under five (5) years of age.

Workforce Development Area (WDA) is one of eleven areas approved by the Department of Administration for the management of employment and training services.

Workforce Development Boards (WDB) is the agency responsible for managing the Workforce Investment Act Title I program.

Workforce Investment Act (WIA) is 1998 federal legislation that establishes the role of the job center systems in the delivery of employment and training programs, including the TANF and FSET programs.

Working Day is any day of the week except Saturday, Sunday and public holidays.